

What is claimed is:

1. A method for providing an information service to a user comprising:
 - 5 receiving from the user a request through a first medium;
 - searching a database for information responsive to the request;
 - organizing the information at a data location; and
 - 10 allowing access by the user to the data location to obtain therefrom at least part of the information through a second medium.
2. The method of claim 1 wherein the first medium
- 15 includes a voice medium.
3. The method of claim 1 wherein the second medium includes a data medium.
4. The method of claim 1 wherein the data location
- 20 is identified by a uniform resource locator (URL).
5. The method of claim 1 wherein the data location includes a WAP site.
- 25 6. The method of claim 1 wherein the information includes a telephone number desired by the user.
7. The method of claim 1 wherein the information
- 30 concerns an event.

8. The method of claim 1 wherein the information includes an address.

9. The method of claim 1 wherein the information
5 is organized according to a preference of the user.

10. The method of claim 1 wherein the at least part of the information is obtained as a result of a search by the user.

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11. The method of claim 10 wherein the search is based on a location.

12. The method of claim 10 wherein the search is
15 based on a keyword.

13. The method of claim 10 wherein the search is based on a date.

14. A method for providing a service to a user of
20 a communications device, comprising:

receiving a request through a first medium
afforded by the communications device;
obtaining information responsive to the request;
25 providing the user with access to the information;
receiving a message generated by the
communications device based on at least part of the
information, the message being received through a second
medium afforded by the communications device; and
30 providing the service based on content of the
received message.

15. The method of claim 14 wherein the message includes a telephone number associated with the communications device.

5 16. The method of claim 14 wherein the message includes an address.

17. The method of claim 14 wherein the message includes event information.

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18. The method of claim 14 wherein the service includes making reservation for the user.

15 19. The method of claim 14 wherein the service includes providing travel directions to the user.

20. The method of claim 14 wherein the first medium includes a voice medium.

20 21. The method of claim 14 wherein the second medium includes a data medium.

22. The method of claim 14 wherein the information is accessible at a data location.

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23. The method of claim 22 wherein the data location is identified by a URL.

24. The method of claim 22 wherein the data location includes a WAP site.

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25. A method for providing a service to a user of a communications device, comprising:

receiving a request from the communications device;

5 searching a database for information responsive to the request, the information including a desired telephone number;

10 connecting the communications device to a station associated with the desired telephone number through a voice connection;

identifying a status condition of the voice connection; and

15 providing data through a data connection to the communications device in response to the status condition.

26. The method of claim 25 wherein the data indicates the status condition.

20 27. The method of claim 25 wherein the data concerns at least one service option.

25 28. The method of claim 27 wherein the at least one service option includes an option to obtain the desired telephone number.

29. The method of claim 27 wherein the at least one service option includes an option to connect the user to an operator of the service.

30 30. The method of claim 27 wherein the at least one service option includes an option to leave a message for

delivery to a party associated with the desired telephone number.

31. The method of claim 25 wherein the voice
5 connection includes a telephone connection, and the status condition includes a ring-no-answer condition.

32. The method of claim 25 wherein the voice
10 connection includes a telephone connection, and the status condition includes a busy condition.

33. The method of claim 25 wherein the voice
15 connection includes a telephone connection, and the status condition includes a communication failure.

34. A method for use in a communications apparatus
capable of communications in a plurality of media, the
method comprising:

20 transmitting a request through a first medium;
accessing information responsive to the request
through a second medium;
generating a message based on at least part of the
information; and
25 transmitting the message to a system which
provides a service based on content of the message.

35. The method of claim 34 wherein the message
includes a telephone number associated with the
communications apparatus.

36. The method of claim 34 wherein the message
includes an address.

37. The method of claim 34 wherein the message includes event information.

38. The method of claim 34 wherein the service
5 includes making reservation for a user of the communications apparatus.

39. The method of claim 34 wherein the service includes providing travel directions to a user of the
10 communications apparatus.

40. The method of claim 34 wherein the first medium includes a voice medium.

41. The method of claim 34 wherein the second
15 medium includes a data medium.

42. A system for providing an information service to a user comprising:
20 an interface for receiving from the user a request through a first medium;
a device for searching a database for information responsive to the request; and
a server for organizing the information at a data
25 location, thereby allowing access by the user to the data location to obtain therefrom at least part of the information through a second medium.

43. The system of claim 42 wherein the first
30 medium includes a voice medium.

44. The system of claim 42 wherein the second medium includes a data medium.

5 45. The system of claim 42 wherein the data location is identified by a URL.

46. The system of claim 42 wherein the data location includes a WAP site.

10 47. The system of claim 42 wherein the information includes a telephone number desired by the user.

15 48. The system of claim 42 wherein the information concerns an event.

49. The system of claim 42 wherein the information includes an address.

20 50. The system of claim 42 wherein the information is organized according to a preference of the user.

25 51. The system of claim 42 wherein the at least part of the information is obtained as a result of a search by the user.

52. The system of claim 51 wherein the search is based on a location.

30 53. The system of claim 51 wherein the search is based on a keyword.

54. The system of claim 51 wherein the search is based on a date.

55. A system for providing a service to a user of
5 a communications apparatus, comprising:

an interface for receiving a request through a first medium afforded by the communications device;

a device for obtaining information responsive to the request, the user being provided with access to the
10 information; and

a server for receiving a message generated by the communications apparatus based on at least part of the information, the message being received through a second medium afforded by the communications apparatus, the service
15 being provided based on content of the received message.

56. The system of claim 55 wherein the message includes a telephone number associated with the communications device.
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57. The system of claim 55 wherein the message includes an address.

58. The system of claim 55 wherein the message
25 includes event information.

59. The system of claim 55 wherein the service includes making reservation for the user.

60. The system of claim 55 wherein the service
30 includes providing travel directions to the user.

61. The system of claim 55 wherein the first medium includes a voice medium.

62. The system of claim 55 wherein the second
5 medium includes a data medium.

63. The system of claim 55 wherein the information is accessible at a data location.

10 64. The system of claim 63 wherein the data location is identified by a URL.

65. The system of claim 63 wherein the data location includes a WAP site.
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66. A system for providing a service to a user of a communications apparatus, comprising:

an interface for receiving a request from the communications device;

20 a device for searching a database for information responsive to the request, the information including a desired telephone number;

a switch for connecting the communications device to a station associated with the desired telephone number
25 through a voice connection;

a processor for identifying a status condition of the voice connection; and

a server for providing data through a data connection to the communications device in response to the
30 status condition.

67. The system of claim 66 wherein the data indicates the status condition.

5 68. The system of claim 66 wherein the data concerns at least one service option.

10 69. The system of claim 68 wherein the at least one service option includes an option to obtain the desired telephone number.

70. The system of claim 68 wherein the at least one service option includes an option to connect the user to an operator of the service.

15 71. The system of claim 68 wherein the at least one service option includes an option to leave a message for delivery to a party associated with the desired telephone number.

20 72. The system of claim 66 wherein the voice connection includes a telephone connection, and the status condition includes a ring-no-answer condition.

25 73. The system of claim 66 wherein the voice connection includes a telephone connection, and the status condition includes a busy condition.

30 74. The system of claim 66 wherein the voice connection includes a telephone connection, and the status condition includes a communication failure.

75. Apparatus capable of communications in a plurality of media, the apparatus comprising:

a first interface for transmitting a request through a first medium;

5 a second interface for accessing information responsive to the request through a second medium;

a processor for generating a message based on at least part of the information; and

10 a transmitter for transmitting the message to a system which provides a service based on content of the message.

76. The apparatus of claim 75 wherein the message includes a telephone number associated with the
15 communications apparatus.

77. The apparatus of claim 75 wherein the message includes an address.

20 78. The apparatus of claim 75 wherein the message includes event information.

79. The apparatus of claim 75 wherein the service includes making reservation for a user of the apparatus.
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80. The apparatus of claim 75 wherein the service includes providing travel directions to a user of the apparatus.

30 81. The apparatus of claim 75 wherein the first medium includes a voice medium.

82. The apparatus of claim 75 wherein the second medium includes a data medium.

83. The apparatus of claim 75 wherein the first
5 interface includes telephone circuitry.

84. The apparatus of claim 75 wherein the second interface includes a modem facility.

10 85. The apparatus of claim 75 comprising a WAP enabled mobile device.